

1 Claims 1, 10, 19 and 26 are amended:
2

3 **1. (Currently Amended)** A method for providing context-sensitive
4 help from a first computer to a second computer for a Web-based user interface
5 (UI) of the first computer, the method comprising:

6 receiving a request for context sensitive help at the first computer from the
7 second computer, the request corresponding to a first Web page of a Web-based
8 UI of the first computer, the first Web page comprising a user-interface object, the
9 request for context-sensitive help being based on a "What is the user-interface
10 object?" or a "Why would I use the user-interface object?" question type, the user-
11 interface object corresponding to a function of the first computer that is remotely
12 operable by way of the second computer;

13 responsive to receiving the request for the context-sensitive help, the first
14 computer:

15 determining a set of context sensitive information that corresponds
16 to the first Web page;

17 generating a second Web page comprising the context sensitive
18 information; and

19 providing the second Web page to the second computer for
20 presentation.
21
22
23
24
25

1 **2. (Original)** A method as recited in claim 1, wherein the first
2 computer is a server appliance.

3
4 **3. (Original)** A method as recited in claim 1, wherein generating the
5 second Web page further comprises:

6 generating the second Web page in a format that is compatible with a
7 platform of the second computer, the platform comprising a hardware platform, an
8 operating system platform, a Web browser type indication, a software version
9 indication, a preferred language indication, an intended use of the second
10 computer, and/or predetermined preferences of a user.

11
12 **4. (Original)** A method as recited in claim 1, before receiving the
13 request, further comprising:

14 communicating, by the first computer, a Web-based UI to the second
15 computer, the first computer being operatively coupled over a network to the
16 second computer, the Web-based UI comprising a first Web page corresponding to
17 one or more predetermined functions of the first computer.

18
19 **5. (Original)** A method as recited in claim 1, further comprising:
20 responsive to determining the context sensitive help information, retrieving
21 the context sensitive help information from one or more help files.
22
23
24
25

1 **6. (Original)** A method as recited in claim 1, before receiving the
2 request, further comprising:

3 communicating, by the first computer, a Web-based UI to the second
4 computer, the first computer being operatively coupled over a network to the
5 second computer, the Web-based UI comprising a first Web page corresponding to
6 one or more predetermined functions of the first computer, the first Web page
7 comprising a unique ID and a persistent help object that is mapped to a URL of the
8 first computer, the URL comprising the unique ID; and

9 wherein determining the context sensitive help information is based on the
10 unique ID.

11
12 **7. (Original)** A method as recited in claim 6:

13 wherein the URL further comprises a reference to one or more computer
14 programs on the first computer; and

15 wherein the operations of determining the context-sensitive help and
16 retrieving the context sensitive help are performed by the one or more computer
17 programs that use a server-side scripting interface.

18
19 **8. (Original)** A method as recited in claim 6:

20 wherein the URL further comprises a reference to one or more computer
21 programs on the first computer; and

22 wherein the operations of determining the context sensitive help and
23 retrieving the context sensitive help are performed by the one or more computer
24 programs using a server-side scripting interface that generates dynamic content.
25

1 **9. (Original)** A computer readable medium comprising computer-
2 executable instructions for performing a method as recited in claim 1.

3
4 **10. (Currently Amended)** A computer-readable storage medium
5 comprising one or more program modules for providing context-sensitive help for
6 a Web-based user interface (UI) of a first computer to a second computer, wherein
7 the one or more program modules comprise computer-executable instructions for:

8 receiving a request for a set of context sensitive help corresponding to a
9 Web-based UI of the first computer, the request being received at the first
10 computer, the Web-based UI comprising a user-interface object and corresponding
11 to one or more functions of the first computer that are remotely operable by way
12 of the second computer, the Web-based UI being presented on the second
13 computer, the first computer being operatively coupled to the second computer
14 over a network, the context-sensitive help answering a "What is the user-interface
15 object?" or a "Why would I use the user-interface object?" question type; and

16 responsive to receiving the request, the first computer:

17 generating a second Web page comprising the context-sensitive
18 help; and

19 communicating the second Web page to the second computer for
20 presentation.

21
22 **11. (Original)** A computer readable storage medium as recited in
23 claim 10, wherein the first computer is a server appliance.

1 **12. (Previously Presented)** A computer-readable storage medium as
2 recited in claim 10, wherein generating the second Web page further comprises
3 instructions for:

4 generating the second Web page to be compatible with a platform of the
5 second computer, the platform comprising an operating system platform, a Web
6 browser platform, a preferred language, an intended use of the second computer,
7 and/or predetermined preferences of a user.

8
9 **13. (Original)** A computer-readable storage medium as recited in
10 claim 10, wherein the computer-executable instructions further comprise
11 instructions for:

12 communicating, by the first computer, the Web-based UI to the second
13 computer, the first Web-based UI comprising a persistent object mapped to a set of
14 context-sensitive help that corresponds to the one or more functions.

15
16 **14. (Original)** A computer-readable storage medium as recited in
17 claim 10, wherein the computer-executable instructions for generating the second
18 Web page further comprise instructions for retrieving the context sensitive help
19 from one or more help files.

1 **15. (Original)** A computer-readable storage medium as recited in
2 claim 10, wherein the computer-executable instructions further comprise
3 instructions for:

4 communicating, by the first computer, the first Web-based UI to the second
5 computer, the first Web-based UI comprising a persistent object mapped a set of
6 parameters comprising a set of context-sensitive help corresponding to the one or
7 more functions, a URL of the first computer, and a unique ID corresponding to the
8 first Web-based UI; and

9 wherein the computer-executable instructions for receiving the request
10 further comprise instructions for:

11 receiving the request at the URL, the request comprising the unique ID; and

12 wherein the computer-executable instructions for generating the second
13 Web page further comprise instructions for:

14 identifying the context sensitive help based on the unique ID.

15
16 **16. (Original)** A computer-readable storage medium as recited in
17 claim 10, wherein the first Web page further comprises a reference to one or more
18 computer programs on the first computer; and wherein the computer-executable
19 instructions for generating the second Web page further comprises instructions for:

20 generating the second Web page with a server-side scripting interface for
21 generating dynamic content that is identified by the one or more computer
22 programs .
23
24
25

1 **17. (Canceled).**

2
3 **18. (Original)** A computer comprising a processor that is operatively
4 coupled to one or more computer-readable storage media as recited in claim 10,
5 the processor being configured to execute the computer program instructions.

6
7 **19. (Currently amended)** A system for providing context-sensitive
8 help for a Web-based user interface (UI), the system comprising:

9 a memory comprising a set of computer-executable instructions; and

10 a processor coupled to the memory, the processor being configured to
11 execute the computer executable instructions for:

12 communicating the Web based UI to a different system for
13 presentation;

14 responsive to receiving a request for context sensitive help,
15 determining a set of context-sensitive help that corresponds to the Web-
16 based UI, the Web-based UI comprising a user-interface object, the request
17 for context-sensitive help requesting a "What is the user-interface object?"
18 or a "Why would I use the user-interface object?" answer type, the Web-
19 based UI corresponding to one or more functions of the system that are
20 remotely operable by way of the different system;

21 encapsulating the context sensitive help into a Web page that is
22 compatible with a platform of the different system; and

23 communicating the context-sensitive help embedded in the web page
24 to the different system for presentation.
25

1 **20. (Original)** A system as recited in claim 19, wherein the Web-
2 based UI further comprises a persistent help object that is programmed, responsive
3 to user selection, to communicate a context-sensitive help request message to the
4 system.

5
6 **21. (Original)** A system as recited in claim 19, wherein the Web-
7 based UI further comprises a persistent help object that is programmed to send,
8 upon selection, a context-sensitive help request message to a URL that identifies
9 the system.

10
11 **22. (Previously Presented)** A system as recited in claim 19, wherein
12 the Web-based UI further comprises a persistent help object that is programmed,
13 responsive to user selection, to communicate a context-sensitive help request
14 message to the system, the context-sensitive help request message comprising a
15 unique ID corresponding to the Web-based UI, and wherein the computer-
16 executable instructions for determining further comprise instructions for:
17 identifying the context-sensitive help based on the unique ID.

18
19 **23. (Original)** A system as recited in claim 19, wherein the computer-
20 executable instructions for determining further comprise a server-side scripting
21 interface for returning dynamic content to the system and wherein the context-
22 sensitive help is dynamic content.

1 **24. (Original)** A system as recited in claim 23, wherein the server-
2 side scripting interface is selected from a set of scripting interfaces comprising a
3 Common Gateway Interface and/or an Internet Server Application Program
4 Interface.

5
6 **25. (Canceled).**

7
8 **26. (Currently Amended)** A user interface embodied in a
9 computer-readable storage medium for providing context-sensitive help for a
10 remote user interface (UI), the user interface comprising:

11 a first area in a web page for displaying, on a first device, a remote UI that
12 corresponds to a second device, the remote UI comprising a user-interface object
13 and corresponding to at least one function of the second device that is remotely
14 operable by way of the first device; and

15 a second area within the first area for providing a context-sensitive help
16 control for accessing a set of context sensitive help to answer a "What is the user-
17 interface object?" or a "Why would I use the user-interface object?" question type.

18
19 **27. (Original)** A user interface as recited in claim 26, wherein the
20 context-sensitive help control is a representation of a question mark.

21
22 **28. (Original)** A user interface as recited in claim 26, wherein the
23 context-sensitive help control is mapped to a URL that comprises a unique ID that
24 corresponds to a particular Web page of the Web-based UI, the unique ID
25 referencing the context-sensitive help.

1 **29. (Original)** A user interface as recited in claim 26, wherein the
2 context-sensitive help control is mapped to a URL comprising a reference to a
3 computer program module and one or more parameters for the computer program
4 module, the one or more parameters being a combination of parameters
5 comprising a unique ID corresponding to the Web-based UI, an operating system,
6 a Web browser, a software version indication, and/or a language, the computer
7 program module and the one or more parameters being used by the second device
8 to identify, retrieve, and/or modify the context-sensitive help.

9
10 **30. (Original)** A user interface as recited in claim 26, wherein the
11 second device is a server appliance.

12
13 **31. (Original)** A computer comprising a processor that is operatively
14 coupled to a memory comprising computer-executable instructions for displaying
15 a user interface as recited in claim 26.
16
17
18
19
20
21
22
23
24
25